

Before the  
POSTAL REGULATORY COMMISSION  
WASHINGTON, DC 20268-0001

COMPLAINT REGARDING POSTAL SERVICE  
OFFERING ENHANCED SERVICES PRODUCT  
FOR COMPETITIVE PO BOXES

DOCKET # MC2012-26

COMMENTS OF Mail Plus Chehalis  
July 28, 2012

I am the manager of a small business that is a Commercial Mail Receiving Agency (CMRA) and have some comments about the United States Postal Service venturing into additional services for their PO Boxes. The USPS regulates the Commercial Mail Receiving Agents (CMRAs) Private Mailboxes (PMBs) while engaging in competition with them. The regulations are written to add costs and procedure burdens to the CMRAs that the USPS does not require itself to follow, resulting in unfair government competition.

While it has been determined that those boxes are Competitive with our Private Mail Box (PMB) service, there are still distinct differences that set them apart from our Private Mail Boxes (PMB).

The new service of email notification, being offered by the USPS, is a new service. The USPS has not been NOTIFYING their PO Box customers in the past. The service requires labor and technology to implement and maintain. These items have a cost. This service has not been available in the past from the Post Office. I cringe when I imagine the mighty Post Office attempting to roll out the technology and training to implement this service.. Many of the scanners used by staff are still not correctly programmed to read labels that have been widely used for several years.

The second new service that is now available is street addressing for private carrier delivery to the PO Box. PO Boxes have always been PO Boxes, not a street address. Accepting delivery from a private carrier to a Post Office street address will increase labor costs associated with and lose Postage revenue; Ship a parcel with FedEx to deliver to the Post Office street address, FedEx makes the revenue. One has to wonder if parties in the Post Office infrastructure are trying to pull some "fast ones", again.

In conclusion email notification and street addressing as premium service doesn't seem to be what the public wants. With 66,000 mailbox customers canceling or not renewing in the first 6 months of the program it raises the question of what the PO Box customer really wants. In my experience, the PO Box customer wants an inexpensive place to receive their mail and generally know when their mail is placed in the PO Box. These services are adding costs to people and businesses who are value purchasers rather than convenience and service customers. For all the reasons I have outlined I feel that

these services are not benefiting the USPS and, in fact, have the chance of further damaging the high standards the USPS operates under.

Thank you for your consideration on this matter.

Mail Plus Chehalis  
Duane Beaver  
Manager  
1673 South Market Boulevard  
Chehalis Washington 98532